



SwyxExpress X75/X150

The complete solution for your corporate communications

As of: December 2011

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Content

1	What is SwyxExpress X75/X150?	3
1.1	Variants.....	3
1.2	Scope of supply	4
1.3	Installation Overview.....	4
2	Windows Startup	7
3	Finding your way around	10
4	Installation of the ISDN card(s)	11
4.1	Pre-configuration of the SX2 ISDN cards	11
4.1.1	Overview of the ISDN card combination and settings	11
4.1.2	Option "Power supply in NT mode" for SX2 QuadBRI.....	13
4.2	Installation of the software for the ISDN card	13
4.2.1	Configuration of the SX2 SinglePRI / SX2 DualPRI for a single line	14
4.2.2	Configuration of the SX2 QuadBRI for NT mode.....	15
5	Configuration of SwyxServer	16
5.1	Initial Configuration of SwyxServer	16
5.2	Settings of SwyxServer	17
5.2.1	Essential settings	17
5.2.2	Further settings	18
5.3	Installation of SwyxIt!	18
5.4	Further Components like SwyxPhone, SwyxDECT 800	18

6	Licensing	19
6.1	Windows License.....	19
6.2	SwyxWare License.....	19
7	SwyxExpress Backup and Restore	20
7.1	Restore Factory Default.....	22
Index.....		23

1 What is SwyxExpress X75/X150?

SwyxExpress X100 and SwyxExpress X150 provide the software-based Unified Communication solutions of Swyx as a complete package. Here you will find SwyxWare that has already been preinstalled on a suitable hardware platform.

The detailed documentation is stored in PDF form with a direct link on the desktop.

Once your licenses are released for use and customer-specific parameters (numbers etc.) have been configured, SwyxExpress is immediately available as a communication platform in your business.

1.1 Variants

- NetPhone Max100
 - is suitable for up to 75 users and 38 voice/fax channels.
- SwyxExpress X150
 - is suitable for up to 150 users and 38 voice/fax channels.

Various BRI and PRI ISDN cards may be optionally delivered.
The maximum number of ISDN cards is two.

Both Variants can be used as a master server with a SX2 DualPRI card in a master/standby scenario.

 In master/standby scenario you must have a licensed version of the SQL Server 2008 R2 (Workgroup Edition at least) installed on the master system.

1.2 Scope of supply

- SwyxExpress server hardware;
Options:
 - ISDN card(s), RAID 1 - Controller (PCIe), Hot Swap HDD rack, redundant power supply.
- Various cables:
 - AC power cord(s)
 - ISDN cables, number dependent on the optionally ordered ISDN cards, as well as synchronization cable(s).
- This user manual,
- Swyx End User License Agreement (EULA)
- Swyx Standard Business Conditions
- Microsoft license key (label on the computer)

1.3 Installation Overview

This documentation gives you an overview of the really essential steps for the configuration of SwyxExpress. The complete SwyxWare DVD is stored on the hard disk, and you will find a link to it on the desktop.

1) Optional installation and configuring of the RAID controller.

If your system is equipped with a RAID controller, please install the supplied drivers and software tools. You will find the installation package in the folder "C:\Drivers\RaidController\3Ware_xxxxx\". Furthermore you may find the latest drivers and configuration tools on the internet pages of the original manufacturer:

<http://3ware.com/support/downloadpage.asp>

<http://3ware.com/support/userdocs.asp>

2) Optional configuration of the SX2 ISDN cards

If you wish to change the default configuration (Chapter 4.1, Pre-configuration of the SX2 ISDN cards, page 10), please remove the board(s) now and configure them for your circumstances.

The driver of the choosed ISDN board(s) will be installed silently during the SwyxExpress installation.

For further information please refer to chapter 4, Installation of the ISDN card(s), page 10.

3) Windows setup

will be started from the start screen. Enter the Windows license (label on the case) and the customer-specific data such as time zone, administrator password as well as the keyboard layout.

For further information please refer to chapter 2, Windows Startup, page 6.

4) SwyxWare Configuration

Start the configuration of SwyxServer from the desktop link. The SQL database server will be installed automatically.

The SwyxWare Configuration Wizard will be started. Here you enter specific data such as location, public numbers etc.

For further information please refer to chapter 5, Configuration of SwyxServer, page 14.

5) SwyxWare Administration

Start the administration from the desktop link. After the SwyxWare is configured, you can create users and trunks.

For further information please refer to chapter 5.2.1, Essential settings, page 15.

6) SwyxIt! and SwyxPhone

For further information please refer to chapter 5.3, Installation of SwyxIt!, page 16.

Please see the SwyxWare administrator manual for how to install the telephony clients; this is available as a link on the desktop.

2 Windows Startup

Now you start the operating system Microsoft Windows Server 2008 R2.

Please have your Windows Server 2008 R2 license ready. You will find the license key on the label on the computer case.



This is how you start Windows Server 2008 R2



On delivery, the computer is also configured for remote access.

1. You should attach the screen, network cable, mouse and keyboard before the initial startup.
2. Start the computer.

The startup screen will appear:



3. Select "Normal Start".

After a few minutes the window "Configure Windows" will appear.

4. Regional and Language Options

Select the regional options such as country/region, time and currency as well as the keyboard layout.

Click on "Next".

5. Product key

Enter the product key. You will find the product key directly on the label on the SwyxExpress case.

Click on "Next".

The license conditions are displayed.

6. License conditions

Activate the checkbox "I accept the license conditions", and click on "Start".

7. Computer name and administrator password

Set the administrator password and enter the new password a second time to confirm it.

Please note the following criteria for entering a secure password:



- A password should have at least eight letters.
- Use upper and lower case, as well as digits and/or non-alphanumeric characters.

Click on "OK".

You will be reminded that you changed the password.

Click on "OK".

The desktop will be prepared, this may take several minutes.

8. Then you will be asked to change the computer name. This message will appear every time you restart the computer until you changed the computer name.

Click on "Yes".

The window "System Properties" will open.

9. Click within the tab "Computer name" on "Change..." and change the computer name. Enter also the workgroup or the name of the domain.

Confirm the entries with "OK".

10. The computer must be restarted in order for the changes to go into effect.

Click on "OK".

11. Click on "Close" to close the "System Properties" window.

12. Confirm the restart by clicking on "Restart now".

The computer is then restarted, and the startup screen will appear.

13. Select "Normal Start".

The installation wizard will open.

14. Press "Ctrl + Alt + Del" and enter the administrator password.

The desktop opens up, with a number of links already created (see chapter 3, Finding your way around, page 9).

Proceed with the configuration of the SwyxServer (see chapter 5, Configuration of SwyxServer, page 14).

Please note that you have to activate the system at Microsoft within the following 3 days.



Please make certain that the most up-to-date Service Pack from Microsoft is installed when using the Windows system. Install the security updates provided by Microsoft on a regular basis.

3 Finding your way around

You will find the server status (System Information and Services) listed directly on the SwyxExpress desktop.

Various links are also stored here:

	Term	Explanation
	SwyxWare Documentation	The PDF "SwyxWare Administrator Documentation" opens up.
	SwyxWare Configuration	Starts the SwyxWare Configuration Wizard (see chapter 5.2, Settings of SwyxServer, page 15).
	SwyxWare_DVD	Directory containing all files of the SwyxWare-DVD

The following links you will find on the desktop after installation:

	SwyxWare Administration	Configures the SwyxServer's properties, also users, trunks etc.. Configures the properties of SwyxFax Server.
	Status Window	Reports on the SwyxServer's current activities
	D Channel Monitor	Checks the function of the ISDN boards. For further information, please refer to the SwyxWare Administrator documentation.

4 Installation of the ISDN card(s)

SwyxExpress can be equipped with a maximum of two SX2 cards, according to customers' requirements:

4.1 Pre-configuration of the SX2 ISDN cards

The SX2 ISDN cards have been configured to the default settings before being inserted in the computer, with the help of the jumpers and DIP switches. If these settings do not correspond to the configuration you need, you will have to alter them. To do this, you must shut down the system and disconnect it from the power supply. You can then configure the cards according to the directions in the SwyxWare Administrator Documentation, chapter "ISDN Connections". The operating mode (TE/NT) and the bus termination must be configured for each ISDN connector before insertion.

4.1.1 Overview of the ISDN card combination and settings

SwyxExpress X75/X150 can contain various ISDN cards. Depending on the combination you will find the following default settings:

	Cab le	1st card	2nd card	Synchronization
none	0			
1 SX2 QuadBRI	4	<ul style="list-style-type: none"> • TE mode • Termination active 	-	
2 SX2 QuadBRI	8	<ul style="list-style-type: none"> • TE mode • Termination active 	<ul style="list-style-type: none"> • TE mode • Termination active 	no sync cable plugged in
1 SX2 SinglePRI	1	<ul style="list-style-type: none"> • TE mode** • Termination active 	-	-
1 SX2 SinglePRI +1 SX2 QuadBRI	5	PRI <ul style="list-style-type: none"> • TE mode** • Termination active • Sync Master 	SX2 QuadBRI <ul style="list-style-type: none"> • NT mode • Termination active 	Sync cable plugged in, SX2 SinglePRI is Sync Master

	Cab le	1st card	2nd card	Synchronization
1 SX2 DualPRI	2	Both controllers in TE mode**	-	For standby only!*
1 SX2 DualPRI +1 SX2 QuadBRI	6	SX2 DualPRI Both controllers in TE mode**	SX2 QuadBRI • NT mode • Termination active	For standby only!* Sync cable plugged in, SX2 DualPRI is Sync Master

*. The use of an SX2 DualPRI is only released within a master/standby scenario, as otherwise the permitted number of channels will be exceeded.

** TE mode means :

for SX2 DualPRI - all jumpers of the field SB2 are inserted above; all jumpers of the field SB5 are inserted on the right.

for SX2 SinglePRI - all jumpers of the field SB2 are inserted on the left; all jumpers of the field SB5 are inserted on the right.

- **Cable assignment**

Use the supplied ISDN cables here. The card(s) and the supplied cables are assigned to match one another. For detailed information on the cable assignment, please see the SwyxWare Administrator Documentation, chapter "ISDN Connections".

- **Standby support (SX2 DualPRI only)**

The jumper is inserted, so that a standby configuration is possible with this card.

- **Automatic assignment of card number**

The card(s) are configured for automatic card number assignment.

- **Termination**

120 ohm line termination for SX2 PRI/DualPRI, 100 ohm linetermination for SX2 QuadBRI.

If an ISDN card or a connection is to be used differently from the standard configuration, the card must be removed and reconfigured.

For detailed information on the cable assignment, please see the Administrator Documentation, chapter "ISDN Connections".

4.1.2 Option "Power supply in NT mode" for SX2 QuadBRI

ISDN devices which are intended for supply from the public line can also be connected to a SX2 QuadBRI, which operates in NT mode. Swyx offers an internal or external feed module as an additional component for this.

The feed module is attached to the SX2 QuadBRI in NT mode. For further information on the SX2 QuadBRI, please refer to the SwyxWare administrator documentation.

4.2 Installation of the software for the ISDN card

After the initial startup, the drivers for the ISDN cards are installed. This installation takes place automatically in background, and no further parameters are requested.

After the installation, all SX2 cards present are created as individual network cards in the computer management. In the default setting, the card drivers are configured for a multiple-subscriber connection. This configuration is typical for an SX2 QuadBRI.

For information about configuring SX2 SinglePRI and SX2 DualPRI for a single line, please refer to the section below (see This is how you configure the ISDN driver for a single line, page 13).

You can check whether the installed ISDN cards function properly by using the supplied utilities. For further information please refer to the SwyxWare Administrator Documentation, Appendix "Tools & Traces".

If you want to change configuration parameters of the SX2 card, you can find the properties of the card in the computer management under "Computer | Properties | Device Manager | Network adapters | <SX2 card>".

For further information, please refer to the SwyxWare Administrator documentation.

4.2.1 Configuration of the SX2 SinglePRI / SX2 DualPRI for a single line

If you want to operate the SX2 card on a single line, this still has to be configured in the properties of the card.

This is how you configure the ISDN driver for a single line

-  1. Open the properties of the card in the computer management under "Computer | Properties | Device Manager | Network adapters | <SX2 card>".
2. Enter the appropriate settings under "Properties".
3. Select "ISDN Parameters" on the "Advanced" tab.
4. Select the "Port" tab in the dialog which is displayed.
5. To switch to a line configured for direct dialing-in, please choose "Point to Point" and close both this tab and the previous tab by clicking on "OK".

4.2.2 Configuration of the SX2 QuadBRI for NT mode

If you want to operate the SX2 QuadBRI card in NT mode, e.g. with a subsystem, the NT mode must eventually be configured in the properties of the card.



Note that the jumpers on the card must also be correspondingly configured before insertion. To find out how the card in your SwyxExpress variant is pre-configured, please refer to Chapter 4.1, *Pre-configuration of the SX2 ISDN cards, page 10*.

For detailed information on the cable assignment, please see the SwyxWare Administrator Documentation, chapter "ISDN Connections".

This is how you configure the ISDN driver for NT mode

-  1. Open the properties of the card in the computer management under "Computer | Properties | Device Manager | Network adapters | SX2 QuadBRI card".
2. Enter the appropriate settings under "Properties".
3. Select "ISDN Parameters" on the "Advanced" tab.
4. Select the "Port" tab in the dialog which is displayed.
5. To switch to operation in NT mode, please choose "NT side" and close both this tab and the previous tab by clicking on "OK".

If the line is configured as an SX2 card, the LED which is associated with this line will blink. This simplifies the identification when operating several SX2 cards.



5 Configuration of SwyxServer

SwyxExpress already contains a pre-installed SwyxServer version, and the associated database. After the startup of the operating system (see chapter 2, Windows Startup, page 6) and the installation of the ISDN card drivers (see chapter 4, Installation of the ISDN card(s), page 10), the configuration and licensing can now take place in the SwyxWare Administration.

5.1 Initial Configuration of SwyxServer



Start the SwyxWare from the desktop link. You will find detailed information about the Configuration Wizard in Chapter "3.4.2 Configure SwyxWare", page 117.

By clicking on the desktop link "SwyxWare configuration" you will start a script. Due to administration rights the user account control asked you to confirm the execution of the script. The SQL database server will be installed automatically.

The wizard guides you through the configuration of SwyxServer, asking you for all necessary parameters such as location and licenses. Please confirm the default parameter of the wizard. Mostly you don't need a domain account for SwyxServer, so please let the wizard create a local account. Further information about the required parameters you will find in the SwyxWare administrator documentation, chapter "3.4.2 Configure SwyxWare", which you can open via the desktop link.

Then, before startup, please create users and trunks. For further information please refer to chapter 5.2, Settings of SwyxServer, page 15.

Please have the SwyxWare licenses ready. They will be required during the configuration.

5.2 Settings of SwyxServer

To enable the operation of SwyxWare, further customer-specific settings must be selected after the initial configuration. Start the SwyxWare Administration from the desktop link for this.

For further information, please refer to the SwyxWare Administrator documentation.

What follows here is purely a brief overview of the necessary settings, after which at least a first test operation is possible, and then a summary of further possible settings.

5.2.1 Essential settings

The following parameters must be configured before the initial operation. Calls are subsequently possible from a created user to the public telephone network. For further information, please refer to the SwyxWare Administrator documentation.

What?	Where?	Why?
Trunk	Shortcut menu Trunks Add Trunk...	A trunk is the connection to the 'outside world' <ul style="list-style-type: none">• ISDN Trunk<ul style="list-style-type: none">for the connection to the public network. The public numbers of the ISDN connection are also entered here.• SIP Trunk<ul style="list-style-type: none">for the connection to a SIP provider.Here you enter the parameters you've got from the provider.
User	Shortcut menu User Add User...	A user can initiate a telephone connection. A wizard asks for all necessary parameters.

5.2.2 Further settings

Special users and groups are already created during installation. For further information, please refer to the SwyxWare Administrator documentation.

What?	Where?	Why?
User Operator	User list	Preset with the number 0
User: Conference	User list	Assigned internal numbers each represent a conference room
User MobileExtensionManager	User list	Manages the forwarding to mobile users
Group: Everyone	Group list	Contains all created users.
Group: Sales	Group list	Preconfigured group
Group: Support	Group list	Preconfigured group

Mail server

In order for voicemails or faxes to be sent from SwyxWare, a mail server is needed. Configure the mail server to be used under "Server Properties | Mail Server".

5.3 Installation of SwyxIt!

Other SwyxWare components, such as SwyxIt! inclusive SwyxFax Client, are not preinstalled. You can find these via the desktop link "SwyxWare DVD".

5.4 Further Components like SwyxPhone, SwyxDECT 800

SwyxWare offers a range of other hardware components which you can install in your network, including various models of the SwyxPhone range as desk telephones, or the connection of DECT devices via SwyxDECT 800.

For further information, please refer to the SwyxWare Administrator documentation.

6 Licensing

6.1 Windows License

The Windows operating system license was already input during the initial startup.

 Please note that you have to activate the system at Microsoft within the following 3 days.

 Please make certain that the most up-to-date Service Pack from Microsoft is installed when using the Windows system. Install the security updates provided by Microsoft on a regular basis.

6.2 SwyxWare License

During startup you input a temporary SwyxWare license. For the validity period please refer to the start page of the SwyxWare Administration. You will find the date of expiration behind the serial number of the server.

In the server properties on the "Licenses" tab you can create a request for a permanent license, and either send this directly or save it as a file and send it later.

 Please fill in the license request completely, not forgetting your partner ID. Error-free license requests by e-mail are processed automatically, and your permanent license will be issued directly within a few minutes.

You then receive a file with a permanent license, which you input in the SwyxWare Administration.

For further information, please refer to the SwyxWare Administrator documentation.

7 SwyxExpress Backup and Restore

You can

- back up and restore the delivery state of the complete hard disk ("Create USB Rescue Media"),
- back up and restore the current state of the SwyxWare installation (with configuration and user data) ("Backup and Restore"),
- restore the delivery state of the Windows operating system ("Restore Factory Default").



7.1 Back up and Restore Delivery State of Hard Disk (USB Rescue Media)

In the steps that follow, you create a bootable image (clone) of the complete hard disk in the delivery state. The image is created on an external USB storage medium.

The data capacity of the USB storage media must be at least 8 gigabytes.



 You should create a USB Rescue Media before the step "Windows Startup". The USB Rescue Media can also be created any time later on.



This is how you create USB rescue media

1. Restart the computer.
The startup screen will appear.
2. Choose "Create USB Rescue Media" and confirm your selection with Enter.
3. Connect the USB storage device to a USB port on the computer.
4. Press "y" to confirm you want to proceed.
5. Press "y" if you want an automatic restart of the computer after the rescue media is created.
6. Press "y" to confirm formatting of the USB storage media.

Any possible data on the storage media will be lost.



The creation of the USB rescue media is begun, and may take considerable time. The progress will be displayed.

When creation is finished, the message "Creation of USB rescue media succeeded" will appear.

7. Withdraw the USB connector of the storage media from the USB port on the computer.

 Keep the created USB rescue media in a safe place! It is the only means of restoring SwyxExpress locally on a new disk when a hard disk is defective.

8. If you did not select automatic restart of the computer (Step 5), press Enter to restart the computer.

The USB rescue media is created.

This is how you restore the delivery state of the hard disk with the USB rescue media.

1. Install the hard disk on which you want to restore the delivery state of SwyxExpress.
2. Change the order of the boot devices in the BIOS setup so that the USB device option is listed first.
3. Connect the USB rescue media to a USB port on the computer.

4. Restart the computer.
A message appears: "Restoring delivery state of hard disk. Do you want to proceed?"
5. Press "y" to confirm you want to proceed.
6. Press "y" if you want an automatic restart of the computer after the recovery.
7. Press "y" to confirm you want to proceed.

All data on the hard disk will be lost.



The restore is begun, and may take considerable time.

When the operation is finished, this message appears: "Hard disk restored successfully to delivery state".

Do not disconnect the USB rescue media, until the computer restart has begun.



8. Restart the computer.
9. Afterwards you can restore the SwyxWare installation. (see chapter 7.2, Back up and Restore SwyxWare Installation, page 20)

7.2 Back up and Restore SwyxWare Installation

After you have installed SwyxWare and configured it for your needs, you can back up the complete installation. The backup saves not just the database, which contains most of the parameters, but the complete Windows partition including the operating system configuration.

Copies of the backup files can be stored on an external storage medium or in the network.

The backup should be done at regular intervals of time, so that there are always multiple system snapshots available for recovery.



Depending on the SwyxWare configuration, a copy of the backup file can amount to several gigabytes. Make sure there is enough memory space on the USB storage medium or the network drive.



Each copy of the backup file is stored under a unique name, which contains the date and time of creation: "Express_Backup_YYYYMMDDHHMiSS.gzaa" (Y - year, M - month, D - day, H - hours, Mi - minutes, S - seconds)

Alternatively, the unconfigured delivery state can be restored. (see chapter 7.3, Restore Factory Default for operating system, page 24)

This is how you back up your SwyxWare installation



1. Restart the computer. The startup screen will appear.
2. Choose "Backup and Restore" and confirm your selection with Enter.

When backing up, you can choose from the following options:

1.) Create local Backup
The SwyxWare installation is saved on the hard disk.
3.) Create Backup and copy to USB media
The SwyxWare installation is saved on the hard disk and a copy of the backup file is transferred to an external USB storage device.
5.) Create Backup and copy to Network share
The SwyxWare installation is saved on the hard disk and a copy of the backup file is transferred to a shared network directory.
0.) Cancel
The computer is restarted.

3. Press the corresponding number key to select the option you want, and confirm with Enter.
4. Connect the USB storage device to a USB port on the computer, if you have selected option 3.
5. Press "y" if you want an automatic restart of the computer after the backup is completed.
6. If there is already a previous local backup, you will be asked whether you want to overwrite this backup.
 - If you want to overwrite the existing local backup, the current state of the Windows partition is saved.
 - If you want to preserve the local backup, the backup operation is cancelled.

7. If you selected option 5, you will be asked for the computer name, share name and the network login (username and password). Enter the necessary information.



If necessary, enter the computer name with the fully qualified DNS domain name (FQDN).

e.g. "Computername as FQDN: computer-01.server.net".



If necessary, enter the user name plus the domain where the user account is registered.

e.g. "Username [@domain]: user.name@server.net".



To specify a subdirectory for the network share, use "/".

E.g. "Share [/subfolder]: Users/Public/Backup".

8. Confirm all inputs with Enter.

The backup operation begins.

The backup may take considerable time; the progress will be displayed.

When a copy of the backup file has been created, this message appears:

"Backup file successfully copied as
Express_Backup_YYYYMMDDHHMiSS"

When creation is finished, the message "Process complete!" will appear.

9. If you did not select automatic restart of the computer (Step 5), press Enter to restart the computer.

The local backup is overwritten. If desired, a copy of the backup file is created on the USB storage device or in the network directory.



This is how you restore a backed-up SwyxWare installation

1. Restart the computer. The startup screen will appear.
2. Choose "Backup and Restore" and confirm your selection with Enter.

For the recovery, you can choose from the following options:

2.) Restore local Backup

The local backup of the SwyxWare installation is restored.

4.) Select Backup from USB media and Restore

A copy of the SwyxExpress backup on the USB storage medium can be selected and restored.

6.) Select Backup from Network Share and Restore.

A copy of the SwyxExpress backup in the network directory can be selected and restored.

0.) Cancel

The computer is restarted.

3. Press the corresponding number key to select the option you want, and confirm with Enter.

4. If you have selected option 4, connect the USB storage device with the backup files to a USB port on the computer.

5. Press "y" if you want an automatic restart of the computer after the recovery is completed.

6. If you selected option 6, you will be asked for the computer name, share name and the network login (username and password). Enter the necessary information.



If necessary, enter the computer name with the fully qualified DNS domain name (FQDN).

e.g. "Computername as FQDN: computer-01.server.net".



If necessary, enter the user name plus the domain where the user account is registered.

e.g. "Username [@domain]: user.name@server.net".



To specify a subdirectory for the network share, use "/".
E.g. "Share [/subfolder]: Users/Public/Backup".

7. Confirm all inputs with Enter.
The list of backup files will appear.
8. To select the backup file you want to use for the recovery, press the corresponding number key
9. Confirm the selection with Enter.
10. Enter the password "ippbx" to start the process, and confirm with Enter.



All the configuration and user data of the current system, including the local backup, will be deleted when the delivery state is restored.

The backup file will be copied on to the SwyxExpress computer. The SwyxWare installation is being recovered.

11. If you did not select automatic restart of the computer (Step 5), press Enter to restart the computer.

The Windows operating system is returned to the state it was in when the backup copy used for the recovery was created.

7.3 Restore Factory Default for operating system

You can reset the Windows operating system to the factory default. The complete Windows partition is overwritten in the process.



When the computer is started up again after the reset to the delivery state, it will be necessary to begin with the startup of the Windows operating system (see chapter 2, *Windows Startup*, page 6).



Make regular copies of the backup files on external storage media, so that you can always restore the operating system snapshot of your choice. (see chapter 7.2, *Back up and Restore SwyxWare Installation*, page 20)



This is how you restore the delivery state

1. Restart the computer. The startup screen will appear.
2. Choose "Restore Factory Default".
3. Press "y" to confirm you want to proceed.
4. If there is a local backup, you will be asked whether you want to delete the backup too:
 - If the existing backup is deleted, the system is returned to the original delivery state.
 - If the backup is preserved, the original delivery state is likewise restored, so that it is necessary to begin with the startup of the Windows operating system. However, you can restore the old status at any time from the backup.
5. Press "y" if you want an automatic restart of the computer after the recovery is completed.
6. Enter the password "ippbx" to start the process, and confirm with Enter.



All the configuration and user data of the system will be lost in this process.

The restore is begun.

The message "Process complete!" will subsequently appear.

7. If you did not select automatic restart of the computer (Step 5), press Enter to restart the computer.

The Windows operating system has been reset to the delivery state.

Index

A

Administration
Desktop link 10

All 18
Sales 18
Support 18

B

Backup
Create 20
Delivery status 20
Restore 20

H
Hardware
additional 18

C

Configuration
Server
 Further settings 17
 Necessary settings 17
SwyxWare 16
Configurations Wizard
Server 16
Configuring a trunk 17

I
Installation
by script 16
Initial 16
Overview 4
IP telephone 18
ISDN
Line 14
ISDN Card
Software 13
ISDN trunk 17

D

DECT 18
Deletion of the backup
Password 22
Delivery status 22
Desktop links 10

L
License
Permanent 19
Request 19
Windows 8
Licensing 19

E

E-mail transmission 18
Enter public numbers 17

M
Mail server 18

F

Faxmail 18

N
NT mode
Configuration in ISDN driver 15

G

Group

P
Password 8
Deletion of the backup 22

S

- Scope of supply 4
- Sending e-mails 18
- Server
 - Settings
 - Necessary 17
 - Optional 18
- Set up telephone connection 17
- SIP
 - Enter parameters 17
- SIP trunk 17
- Status Window
 - Desktop link 10
- SwyxDECT 800 18
- SwyxIt! 18
- SwyxPhone 18
- SwyxWare
 - Configuration
 - Desktop link 10
- SwyxWare administration
 - Desktop link 10
- SwyxWare CD
 - Desktop link 10
- SwyxWare documentation
 - Desktop link 10
- SwyxWare license 19
- SX2 QuadBRI
 - Pre-configuration 13

T

- Telephone 18
- Trunk 17

U

- User 17
 - Conference 18
 - Create 17
- MobileExtensionManager 18
- Operator 18

V

- Variants 3
- Voicemail 18

W

- Windows
 - Computer name and administrator password 8
 - Initial operation 7
 - License 8
 - License conditions 8
 - Product key 8
 - Regional and Language Options 7
- Windows License 19



